



YOUTH COMMUNITY CORRECTIONS BUREAU STANDARD OPERATING PROCEDURES

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Applicable ACA Standards:	Revision Date:
Signature: /s/ Karen Duncan	Effective Date: 03-28-12

I. BUREAU DIRECTIVE:

The Youth Community Corrections Bureau (YCCB) maintains a communications system for effective internal and external staff communication by YCCB staff. Standards are set by the Federal Communications Commission; Montana Code Annotated; Montana Department of Administration, Public Safety Services Bureau; and, the Department of Corrections. This procedure will be reviewed annually and updated as necessary.

II. DEFINITIONS:

Department Radio System Manager (DM) - The Department Emergency Preparedness Planning manager is responsible oversight of the Department-wide radio communication system.

Local Radio Systems Manager - Department employees responsible for oversight of the radio communication system specific to the employee's division, facility, or bureau.

III. PROCEDURES:

The following is an overview for using handheld and car radios. The officer needs to receive training prior to operating a radio. Whenever possible, the officer should pull over into a safe area prior to speaking into the radio. The officer will use caution at all times when changing zones or frequencies while driving.

A. Frequently used channels:

1. Department of Corrections staff have nearly exclusive use of the "MSP CTC" channel (MHP can also access this if needed). This is primarily a non-emergency channel and should be used only to communicate regular Department business with other parole officers, youth correctional facilities, transportation officers, aftercare coordinators, or other DOC staff.
2. Dispatch centers are the main contact points with law enforcement and should only be used when circumstances warrant more than telephone or cell phone contact.
3. Individual law enforcement officers or other law enforcement radio users may be contacted directly by radio when appropriate.
4. Other agencies may be contacted in the event of a disaster under FEMA guidelines and only upon DOC approval and direction.

B. Guidelines for speaking on the radio:

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1. Identify who you are calling (ex. Sheriff's dispatch), followed by your assigned YCC identification number from "c" of this section. Wait for a response before saying anything else. Repeat this if you do not get a response. Example "Dispatch; YPO52"
 - a. All radio communications must first identify the agency or person whom you are calling. Many local areas prefer that you say "sheriff's dispatch" instead of a number when contacting the sheriff's dispatch center on a specific channel. This may be the same for police departments. It is important for YCCB staff to be familiar with the protocols in their local areas.
 - b. When making contact with a specific officer or deputy, it is important for YCCB staff to first know their local law enforcement agencies and officer designations. It is also essential to know that the officer/deputy is on duty at the time. Generally with law enforcement agencies, individuals are identified with a number (ex.: K1=Kalispell Police Chief when using the Kalispell Police Department channel). Sheriff's departments in Montana begin with the county number that corresponds to the number used on license plates (ex.: 723 is a number used by a Flathead County Sheriff's Deputy because '7' is the license plate number for Flathead County).
 - c. Juvenile parole officers, transportation officers, and aftercare coordinators all have a designated radio number to identify us as listed below:

YPO11; YPO 12; YPO 13	JPO's in Region I, Missoula
YPO21; YPO22	JPO's in Region II, Butte/Helena
YPO31; YPO 32; YPO 33	JPO's in Region III, Great Falls
YPO41; YPO42; YPO43	JPO's in Region IV, Billings/Miles
YPO51; YPO52	JPO's in Region V, Kalispell
YAC1; YAC2	Aftercare Coordinators
YTR1; YTR2	Transportation Officers
YTC1-YTC6	YTC program staff/vehicles
2. Business only: Radio communication must be limited to business traffic only. Speech on the radio must be strictly professional and will not include any profanity, derogatory comments, etc. Be brief and specific.
3. Plain talk: Most law enforcement agencies use codes when communicating on the radio. These codes vary from agency to agency. Due to the inoperable radio communications system changes now going into effect, DOC employees will use "plain talk" and not codes as the standard form of verbal communication.
4. 24-hour military time: When referencing time, use 24-hour military time (ex.: use 1600 hrs. instead of 4:00 p.m.)

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C. Use the radio:

1. When a telephone/cell phone is not available or appropriate
2. For emergency use
3. When reporting emergencies/crimes when the circumstances warrant that regular telephone/cell phone contact is not readily available or appropriate
4. When transporting a youth in custody or a youth of the opposite gender to report beginning time and mileage, primarily if you are out of cell phone range.
5. For non-emergency requests for assistance when law enforcement is needed to take a potentially violent youth into custody; conduct a search; when an absconded youth has been spotted; when you are expecting a high-risk situation to be present; or, at any other time when immediate notification is needed.
6. Home visits that may pose a risk in which a “status check” from dispatch is appropriate to ensure that the situation is safe. In these cases, dispatch will notify you by radio after a certain time period (usually every 5 minutes) to confirm your status. Once you have determined that a high-risk situation is not present, the “status check” can be cancelled.
7. When a state vehicle is disabled and outside of cellular phone range.
8. For DOC related business use on MSP CTC channel.

D. Functionality

1. Refer to the user manuals for the car installed unit and the digital portable radio so that a familiarity with the radios is developed.
2. Do not allow youth or any other unauthorized person access to radios.
3. Code Plugs are programmed in the radios and may not be changed without permission of the DM.
4. Zones refer to a letter/number designation (ex. E1) currently A through F and one through three with each of these zones referring to authorized channels in a local geographical area. Use the buttons on the front of the portable and car radio to select zones up or down to access channels in different zones.
5. Channels refer to authorized frequencies. There are up to 16 channels per zone, which corresponds with a local geographical area. The 16 position select knob on

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the top of the portable radio (channel selector on the right side of the car radio) changes the channel.

6. Emergency call button is the orange button on both radios. The emergency call buttons are not activated on YCC radios.
7. "Scan" is a feature, which allows up to 10 channels to be constantly scanned when this is turned on. This feature monitors all of the channels that it is programmed by its user to scan. These can be changed at any time or can be turned off altogether. When scan is turned off, only the channel that your radio is set on will be scanned.
8. When the scan feature is on, it is important to know that the radio must first return to its original channel setting before it is appropriate to speak into the microphone. Otherwise, you will be speaking to the agency that had the most recent traffic that was scanned.
9. Depress the "push to talk" button on the side of the portable radio or on the side button on the microphone to speak. Wait ½ second before speaking to avoid the first few words being cut off. Be aware that once the PTT button is depressed, local dispatch centers recognize your call sign (ex. "YPO52") immediately. It is important for YCCB staff that will use radios to first notify local law enforcement agencies of which it is that will be using the assigned YCC identification number.
10. When talking into the portable radio or microphone, hold the radio or microphone at an angle 1½ to 3 inches away from your mouth.

E. Inventory/storage/loss of radios/equipment

1. Radio Issuance: A [DOC Radio Use Agreement Form](#) will be completed and approved prior to issuing a radio. A listing of each radio/user will be maintained by the local radio systems manager. An inventory of radios/equipment will be completed twice annually.
2. Maintenance: Radios must be cared for, as they are expensive state equipment. Do not expose mobile radio units to extreme temperatures for long periods of time. Radios must be kept charged, in operating condition, and available for use at any time. Mobile radio units will not be left on when being charged in a charging unit.
3. IMMEDIATELY report any missing, lost, or inoperable radio equipment to the DM or staff services division administrator, providing the type of radio equipment lost, serial number, last known user, and last known location.

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- F. All YCC bureau staff with access to radio equipment will receive training on its use during new employee orientation training and as needed due to updates and changes.

IV. CLOSING:

Questions concerning this policy should be directed to the YCC bureau chief, local radio systems manager, or the Department emergency planning and preparedness manager.

V. REFERENCES:

<u>2-15-112, MCA</u>	<u>Duties and Powers of Department Heads</u>
<u>52-5-102, MCA</u>	<u>Control and Management of Youth Correctional Facilities</u>
<u>53-1-203, MCA</u>	<u>Powers and Duties of Department of Corrections</u>
<u>DOC 3.1.33</u>	<u>Radio/Telephone Communication Systems</u>

VI. ATTACHMENTS:

None